

GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the **full-time Donor Operations Community Outreach Manager** position by sending your resume to: jobs@nfcchelp.org

Job Summary: The Donor Operations Community Outreach Manager has the responsibility for helping find new donors and opportunities for the Thrift Shop operations to grow within the community. The role also includes overseeing and training volunteer groups. Collaborate with the Thrift Shop General Manager on general layout of merchandise, inventory, merchandise security, and sales. The job includes back-office operations responsibilities.

Job Duties and Responsibilities:

- Investigate opportunities within the community to promote the Thrift Shop focusing on merchandise donations and revenue.
- Help identify, recruit and lead volunteers to work community events such as Thrift Shop Pop Up.
- Coordinate and lead training for volunteer groups and individual volunteers.
- Responsible for the merchandise layout and display within the thrift shop departments.
- Ensure department is organized and neat throughout hours of operations.
- Establish and manage processes for sorting, pricing, storing, disposing and stocking of merchandise on the sales floor.
- Regularly surveys pricing of product (new and used) to be competitive.
- Assist General Manager with pricing and selling of higher end and unique items to sell at market sales (Jewelry, collectibles, and other bulk sales).
- Help supervise Donor Operations and Thrift Shop Associates for workflow gaps.
- Serve as backup support for Donor Operations and Thrift Shop Associates for donation door and cash register.
- Serves as back up to General Manager.
- Work with General Manager of inventory gaps and surpluses.
- Collaborate with the General Manager for special sales and events.
- Back up for closing registers, securing all deposits and the building.
- Ensure that store standards of appearance, cleanliness and organization are in place.
- Responsible for upholding and enforcing all NFCC Programs and Policies.
- Uphold NFCC's mission and operation to all employees, customers, volunteers and visitors.
- Other duties as assigned by management.

Required Skills and Abilities:

- Strong organizational skills and general computer knowledge.
- Must have excellent customer service skills and interpersonal communication skills.
- Spanish speaking a plus.
- Ability to work evenings, weekends and holidays.
- Criminal background check clearance and negative drug test screening.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.

Education and Experience: Minimum High School Diploma or equivalent, Associates or related experience preferred. Must have the ability to create a store layout that organizes the merchandise in an efficient manner for maximum sales.

Supervisory Responsibilities: None

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is performed indoors in an office sitting in front of a computer 20% of the time. Must be able to stand for up to 8 hours, lift, and push or pull up to 15lbs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

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NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.